ENTRUST CERTIFICATE ERROR within DCPDS MYBIZ/MYWORKPLACE
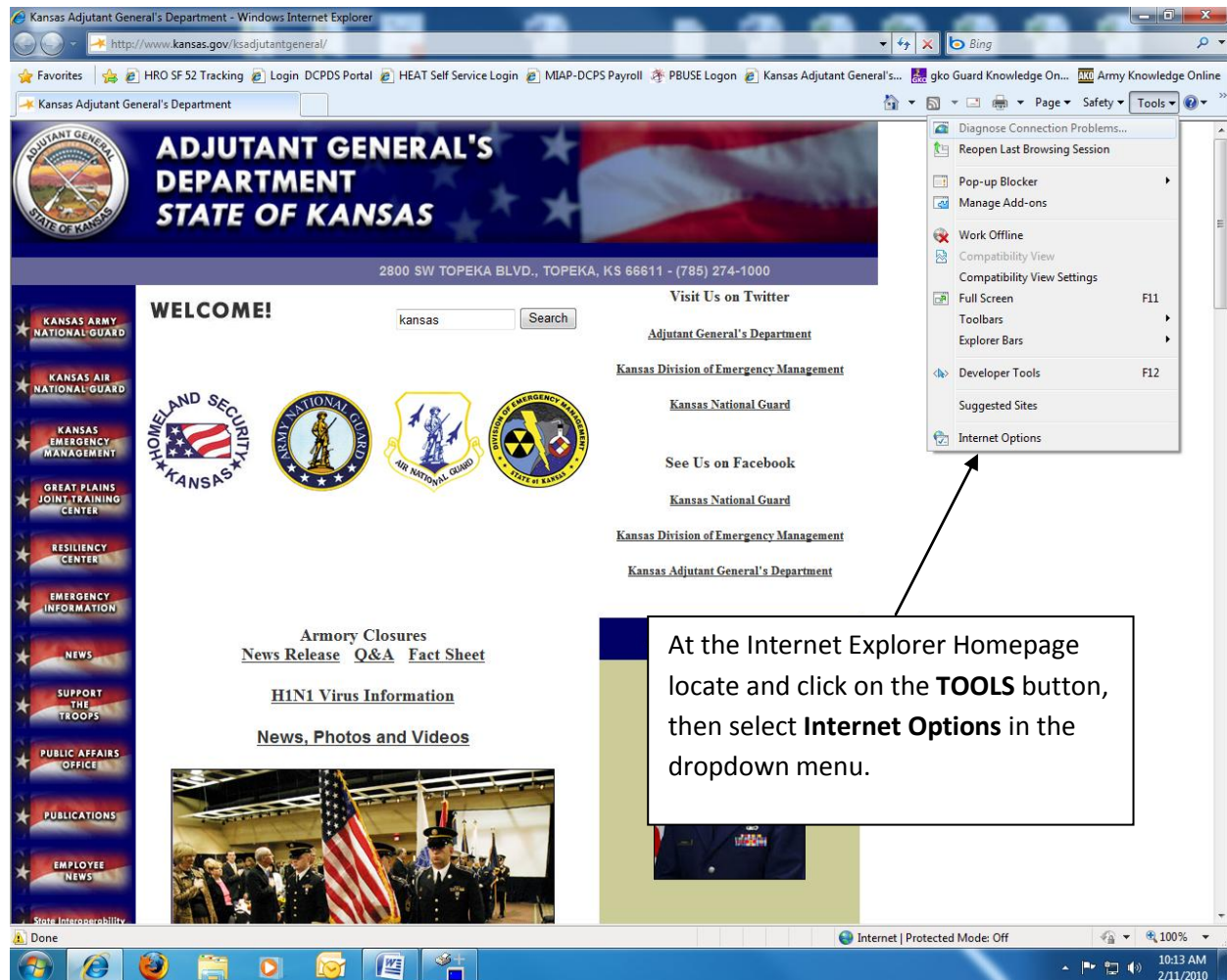
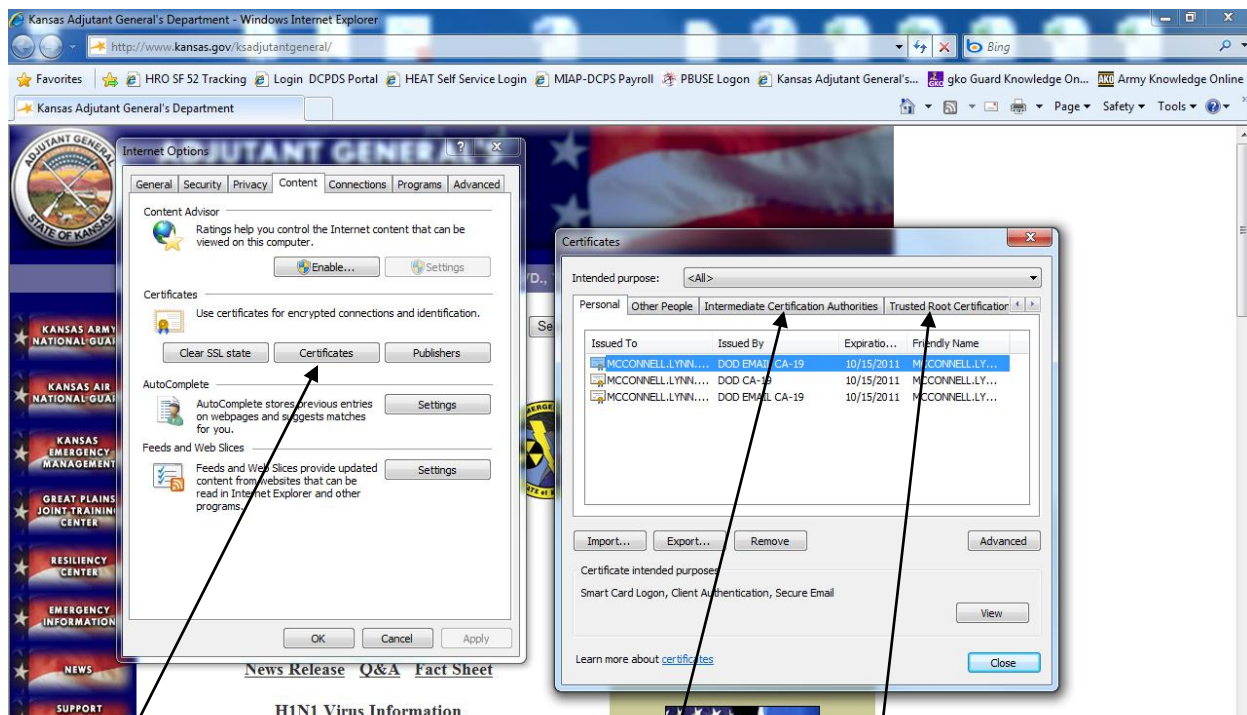CAC Certification ERROR when logging into DCPDS:

When you open Internet Explorer, if you get the following error on DCPDS please follow the instructions below to remove any/all Entrust certificates from your internet explorer browser internet options/content/certificates folder:

An error occurred with CAC certificate during logon. This error could have been caused by one of the following reasons:

- *The E-mail certificate was used. Always use the ID certificate*
- *The certificate used to login is expired or has been revoked*
- *There was some other problem with the certificate*
- *The error message returned was: Bad cert: UNABLE_TO_GET_ISSUER_CERT_LOGON*

  If you continue to receive this error page, contact your helpdesk. Close this page to clear your browser state, then log in again.

At the Internet Explorer Homepage locate and click on the **TOOLS** button, then select **Internet Options** in the dropdown menu.

- In the Internet Options Window, select the **CONTENT** tab, click on the **'Certificates'** button to open the Certificates window.

- Within the Certificates window click on the **INTERMEDIATE CERTIFICATION AUTHORITIES** Tab, locate all/any certificates in BOTH the **Issued to** or **Issued by** columns that have the word *"ENTRUST"* in the name, highlight these certificates and delete using the REMOVE button.

- Then select the **TRUSTED ROOT CERTIFICATION AUTHORITIES** Tab and locate all/any certificates in BOTH the **Issued to** or **Issued by** columns that have the word *"ENTRUST"* in the name, highlight these certificates and delete using the REMOVE button.

- Once all *"ENTRUST"* certificates are removed click the OKAY button, close out all Internet Explorer windows and restart the application.

NOTE: To remove the *"ENTRUST"* certificates from the **TRUSTED ROOT CERTIFICATION AUTHORITIES** Tab, you need administrative rights to the computer. If you don't have these rights, you will need to contact the DOIM helpdesk or your local IASO administrative officer.